

Training

Clearly the transition from the existing system to the fully reengineered health care system will require extensive training. The following lesson plan is a sample of a training session designed by the Air Force to teach participants about the roles and responsibilities of the members of the primary care team.

LESSON PLAN

TOPIC: Roles, responsibilities, and relationships

Learning Objective(s): At the completion of this activity, participants should be able to understand the roles, responsibilities and relationships of the primary care management team concepts.

TIME	OUTLINE	TEACHING METHOD
15 min.	<p>INTRODUCTION</p> <p>Attention: Carpet bombing vs. laser guided bombing.</p> <p>Motivation: Everybody wins through job enrichment and more active role in the health care of your patients.</p> <p>Overview: Attendees will enhance delivery of care, access, and discussion of individual role in PCM parameter.</p>	
90 min.	<p>I. Critical Evolving PCM Role</p> <p>II. A. Enhance Delivery of Care</p> <ol style="list-style-type: none">1. Providers2. Nurses3. 4As4. 4N/F <p>B. Enhancing Access</p> <ol style="list-style-type: none">1. Providers2. Nurses3. 4As4. 4N/F <p>C. Discussion of individual role in PCM parameter</p> <ol style="list-style-type: none">1. Providers2. Nurses3. 4As4. 4N/F <p>III. Enhance Delivery of Care</p> <p>A. Providers</p> <ol style="list-style-type: none">1. Ownership of your population disease2. Continuity of care "cradle to care"3. More time for direct patient care4. Interaction with consultants-ultimate PCM responsibility5. Customer service6. Conflict resolution <p>B. Nurses</p> <ol style="list-style-type: none">1. Critical holistic thinking2. Disease Management/case management (4A/N/F)3. Triage – advice lines4. Customer service	

	<ul style="list-style-type: none"> 5. Conflict resolution C. 4As <ul style="list-style-type: none"> 1. Medical Records availability increase <ul style="list-style-type: none"> a. Records available at time of appt b. Forms in record and in order c. 1480s in there 2. Metrics collection 3. Template management 4. "The Office Manager"—what does this entail 5. Customer service 6. Conflict resolution D. 4N/F <ul style="list-style-type: none"> 1. Counseling – POI/SAM 2. History taking – POI/SAM 3. Standards – basic <ul style="list-style-type: none"> a. Aero-medical disposition 4. PHA 5. Customer service <ul style="list-style-type: none"> a. Internal b. External 6. Conflict resolution 	
	<ul style="list-style-type: none"> IV. Enhance Access <ul style="list-style-type: none"> A. Providers <ul style="list-style-type: none"> 1. More in 24/7 2. More internal access <ul style="list-style-type: none"> a. Communicate with nurse b. Other team members B. Nurses <ul style="list-style-type: none"> 1. Coordinate/communicate with 4A0/template management 2. Triage <ul style="list-style-type: none"> a. Day to day b. Supervision of others 3. Telephone consults/refills <ul style="list-style-type: none"> a. PCM provider b. Protocol managements C. 4N/F <ul style="list-style-type: none"> 1. Care extender protocols 2. History (fast track guidelines) 3. Preventive counseling 4. System training (CHCS) orientation 5. PHA/PHCA D. 4As <ul style="list-style-type: none"> 1. Template management 2. Air Traffic control 3. Communicate/Coordinate 4. Interface with contractor 5. Records availability/management V. Discussion of individual role in PCM Concept <ul style="list-style-type: none"> A. Provider <ul style="list-style-type: none"> 1. Philosophy away from episodic care 2. Know strengths/weaknesses of team members owing your team 3. Medical role management 4. Customer service Nurse 	

	<ul style="list-style-type: none"> a. Oversight of PCM Team Process b. Medical Records management c. Customer Service d. Conflict Resolution <p>B. 4N/F</p> <ul style="list-style-type: none"> 1. Education training in preventive services (population health/disease management) 2. Know CFETP 3. Clinical tactical interface <ul style="list-style-type: none"> a. Set the tone b. Key decision makers c. Maintaining the pace d. Anticipate problems <p>C. 4A0s</p> <ul style="list-style-type: none"> 1. Become the Business Manager 2. Data management 3. Key interface with customer 4. Customer service 5. Conflict resolution 	
15 min.	<p>CONCLUSION</p> <p>Summary: Everyone should have an awareness of their role in enhancing delivery of care, improving access and understanding multidisciplinary interdependence of their role in the PCM Concept.</p>	